No Wrong Door System of Access to LTSS for all Populations and all Payers

No Wrong Door Assessment

NWD Planning Grantees Monthly Webinar
February 11, 2014, 3PM ET

Agenda

1. **Welcome and Agenda Overview**

2. Introduction to No Wrong Door Assessment

3. Learning From Peers

   ➢ Colorado

   ➢ Kentucky

   ➢ Connecticut

4. April Reporting Submission

5. Next Steps and Closing

Reminders

- We want to capture your attendance—if you have others in the room with you, please send their name(s) or the total # of participants via WebEx's chat feature or to Chris.Ragsdale@acl.hhs.gov

- Use WebEx's chat feature if you have questions for federal partners or for other states.

- Post-Webinar survey—we need your feedback!

3

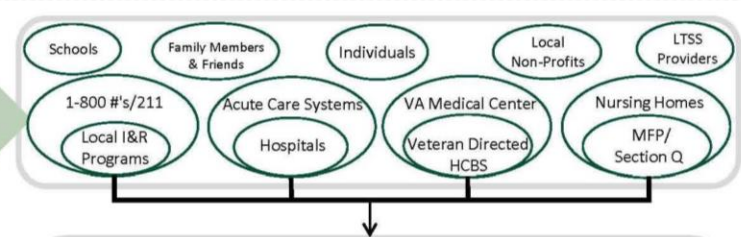# Thank you for your January 3-Year Plan Submissions!

- The federal partners are currently reviewing

- Opportunity to modify in the future

- Will be submitted to Grant Solutions in April (along with the April Submission)
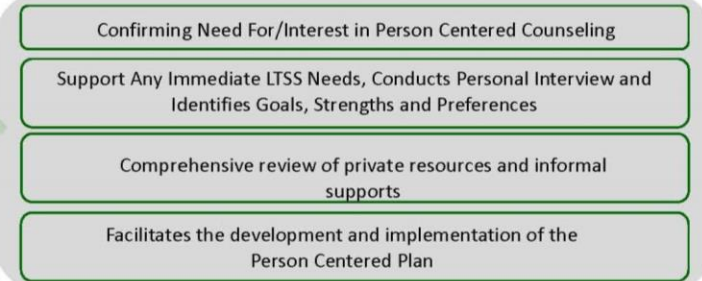
Agenda

1. Welcome and Agenda Overview

2. **Introduction to No Wrong Door Assessments**

3. Learning From Peers

   ➤ Colorado

   ➤ Kentucky

   ➤ Connecticut

4. April Reporting Deadline
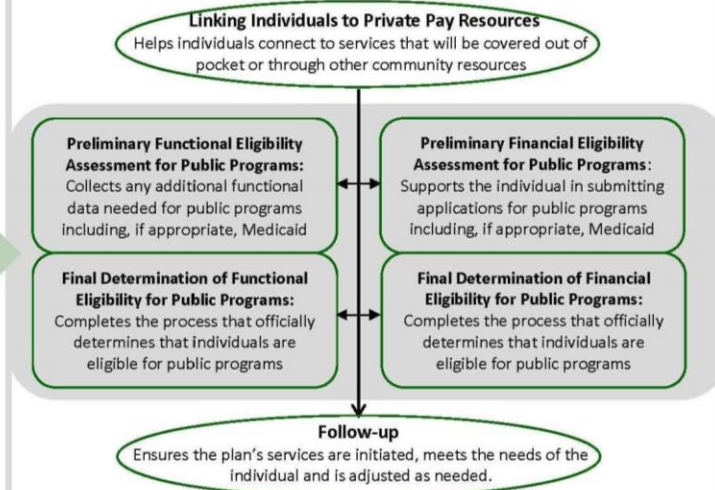
5. Next Steps and Closing

NWD System Vision
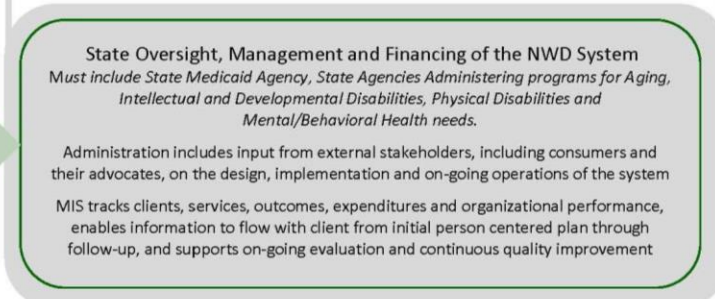

Public Outreach and Links to Key Referral Sources

- Schools
- Family Members & Friends
- Individuals
- Local Non-Profits
- LTSS Providers
- 1-800 #'s/211
- Local I&R Programs
- Acute Care Systems
- Hospitals
- VA Medical Center
- Veteran Directed HCBS
- Nursing Homes
- MFP/Section Q

Person Centered Counseling

- Confirming Need For/Interest in Person Centered Counseling
- Support Any Immediate LTSS Needs, Conducts Personal Interview and Identifies Goals, Strengths and Preferences
- Comprehensive review of private resources and informal supports
- Facilitates the development and implementation of the Person Centered Plan

Linking Individuals to Private Pay Resources
Helps individuals connect to services that will be covered out of pocket or through other community resources

Streamlined Access to Public Programs

Preliminary Functional Eligibility Assessment for Public Programs: Collects any additional functional data needed for public programs including, if appropriate, Medicaid

Preliminary Financial Eligibility Assessment for Public Programs: Supports the individual in submitting applications for public programs including, if appropriate, Medicaid

Final Determination of Functional Eligibility for Public Programs: Completes the process that officially determines that individuals are eligible for public programs

Final Determination of Financial Eligibility for Public Programs: Completes the process that officially determines that individuals are eligible for public programs

Follow-up
Ensures the plan's services are initiated, meets the needs of the individual and is adjusted as needed.

Governance and Administration of the NWD System

State Oversight, Management and Financing of the NWD System
Must include State Medicaid Agency, State Agencies Administering programs for Aging, Intellectual and Developmental Disabilities, Physical Disabilities and Mental/Behavioral Health needs.

Administration includes input from external stakeholders, including consumers and their advocates, on the design, implementation and on-going operations of the system

MIS tracks clients, services, outcomes, expenditures and organizational performance, enables information to flow with client from initial person centered plan through follow-up, and supports on-going evaluation and continuous quality improvement

State Governance and Administration

Public Outreach and Coordination with Key Referral Sources

NWD System Functions

Person Centered Counseling

Streamlined Access to Public LTSS Programs

No Wrong Door Assessment Timing

● Ideally - an assessment of your current LTSS system should be conducted before you develop your plan.

▶ Can be an ongoing effort

▶ The assessment may take many different forms and may involve varying methods.

Examples - No Wrong Door Assessment

- The assessment may involve:
  - ▶ Assessing how an individual moves through the LTSS system
  - ▶ Collection and analysis of data from NWD System
  - ▶ Survey information of clients and organizations
  - ▶ Focus or discussion groups
  - ▶ A public policy review
  - ▶ A review of current programs, activities and process mapping

Agenda

1. Welcome and Agenda Overview

2. Introduction to No Wrong Door Assessments

3. **Learning From Peers**

   ➢ **Colorado**

   ➢ **Kentucky**

   ➢ **Connecticut**

4. April Reporting Deadline

5. Next Steps and Closing

Colorado

Tasia Sinn
Colorado Health Institute

Tim Cortez
Colorado Department of Health Care Policy and Financing
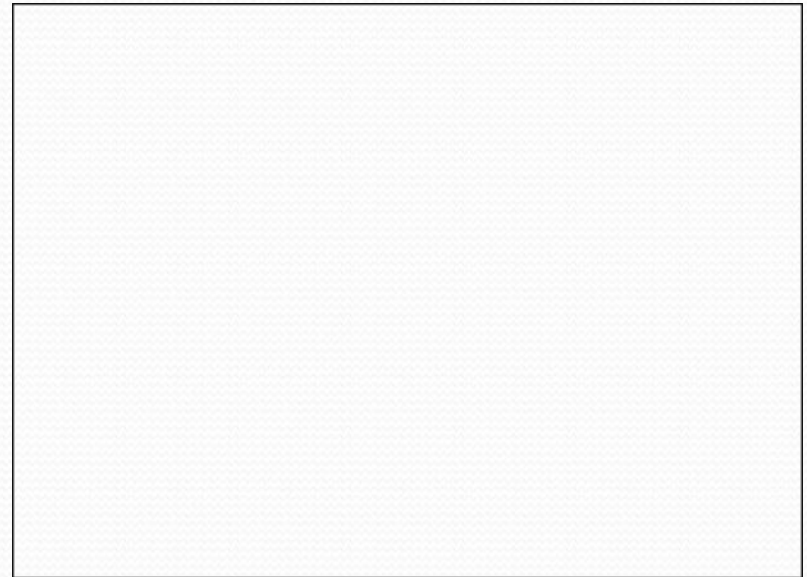
Colorado's No Wrong Door Efforts

Solving the Puzzle of LTSS

Tim Cortez, Department of Health Care Policy And Financing
Tasia Sinn, Colorado Health Institute
Feb 11, 2015

COLORADO
Department of Health Care Policy & Financing

Our Mission

Improving health care access and outcomes for the **people** we serve while demonstrating sound stewardship of financial **resources**

Our Mission

Improving health care access and outcomes for the **people** we serve while demonstrating sound stewardship of financial **resources**

COLORADO
Department of Health Care
Policy & Financing

HCPF
CO

Creating the LTSS Puzzle

COLORADO
Department of Health Care
Policy & Financing

HCPF

The LTSS Puzzle
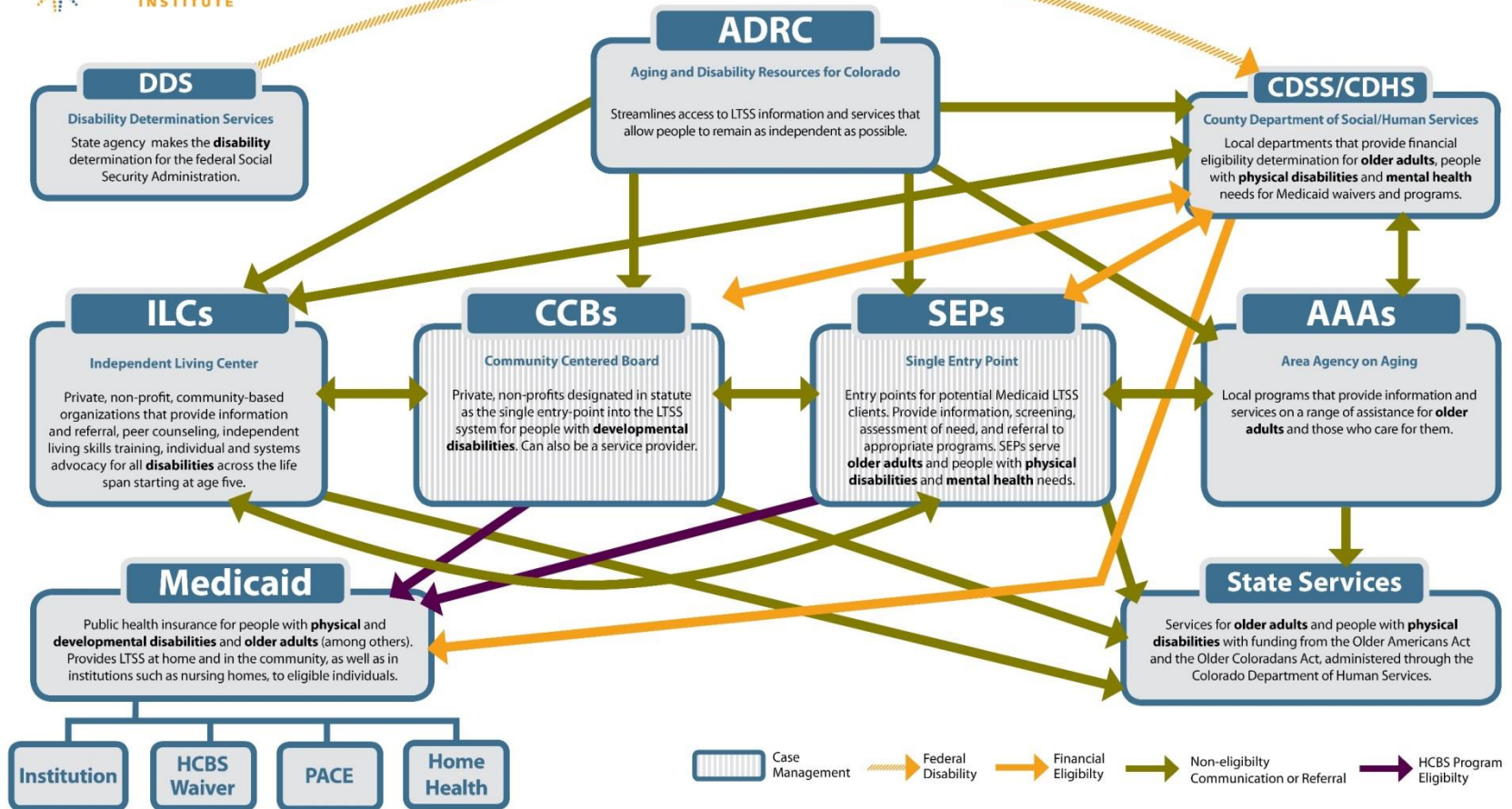
SOURCE: Analysis by Tasia Sinn, Senior Analyst, Colorado Health Institute

The Solution
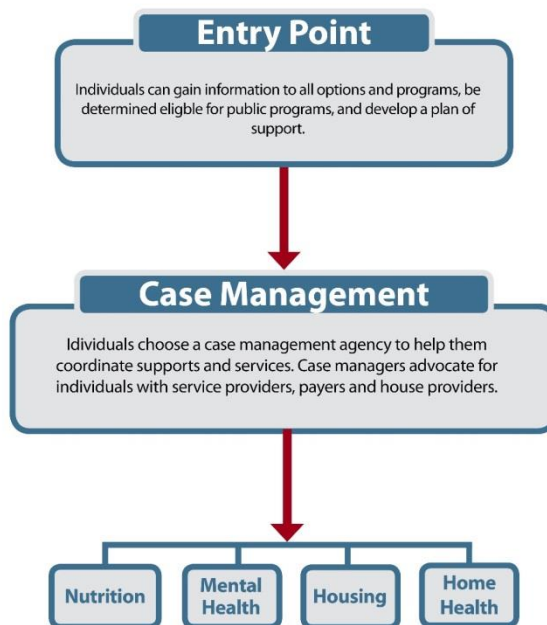
Going Forward

- Community Living Advisory Group
  - Executive Order
  - Recommendation: Create comprehensive access points for all LTSS

- Community Living Plan
  - Jointly Created and Endorsed by the Departments of Health Care Policy and Financing, Human Services and Local Affairs
  - Goal: ...Ensure the provision of accurate, timely and consistent information about service options in Colorado.

Contact Information

Tim Cortez
Manager, Community Options Section
Department of Health Care Policy and Financing
timothy.cortez@state.co.us

Tasia Sinn
Senior Analyst
Colorado Health Institute
sinnt@coloradohealthinstitute.org

Thank You!

Kentucky

Sheena Batts

Kentucky Office of Administrative and Technology Services

Carla Crane

Kentucky Office of Health Policy

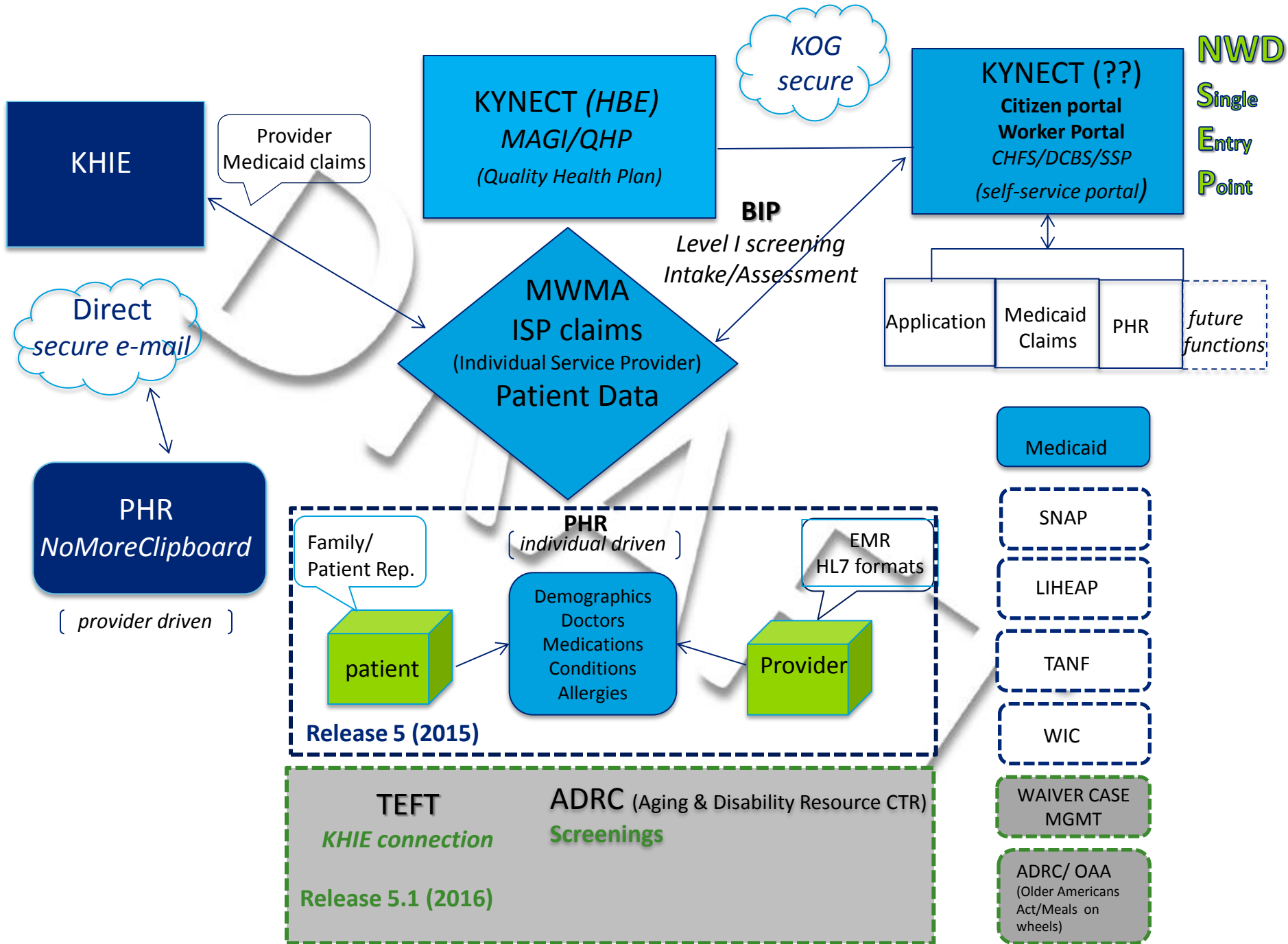# No Wrong Door

Kentucky's Roadmap to Quality Health Information
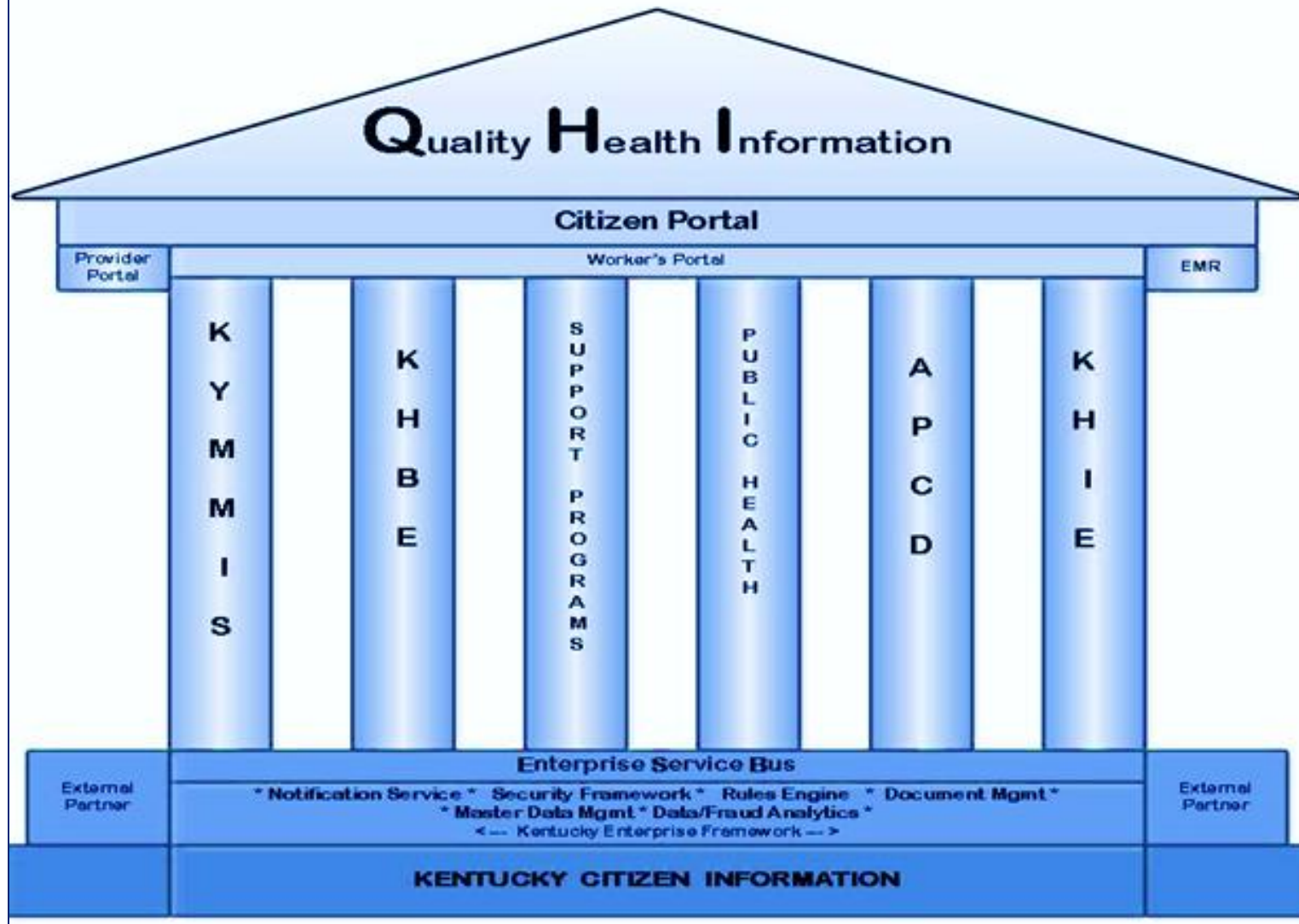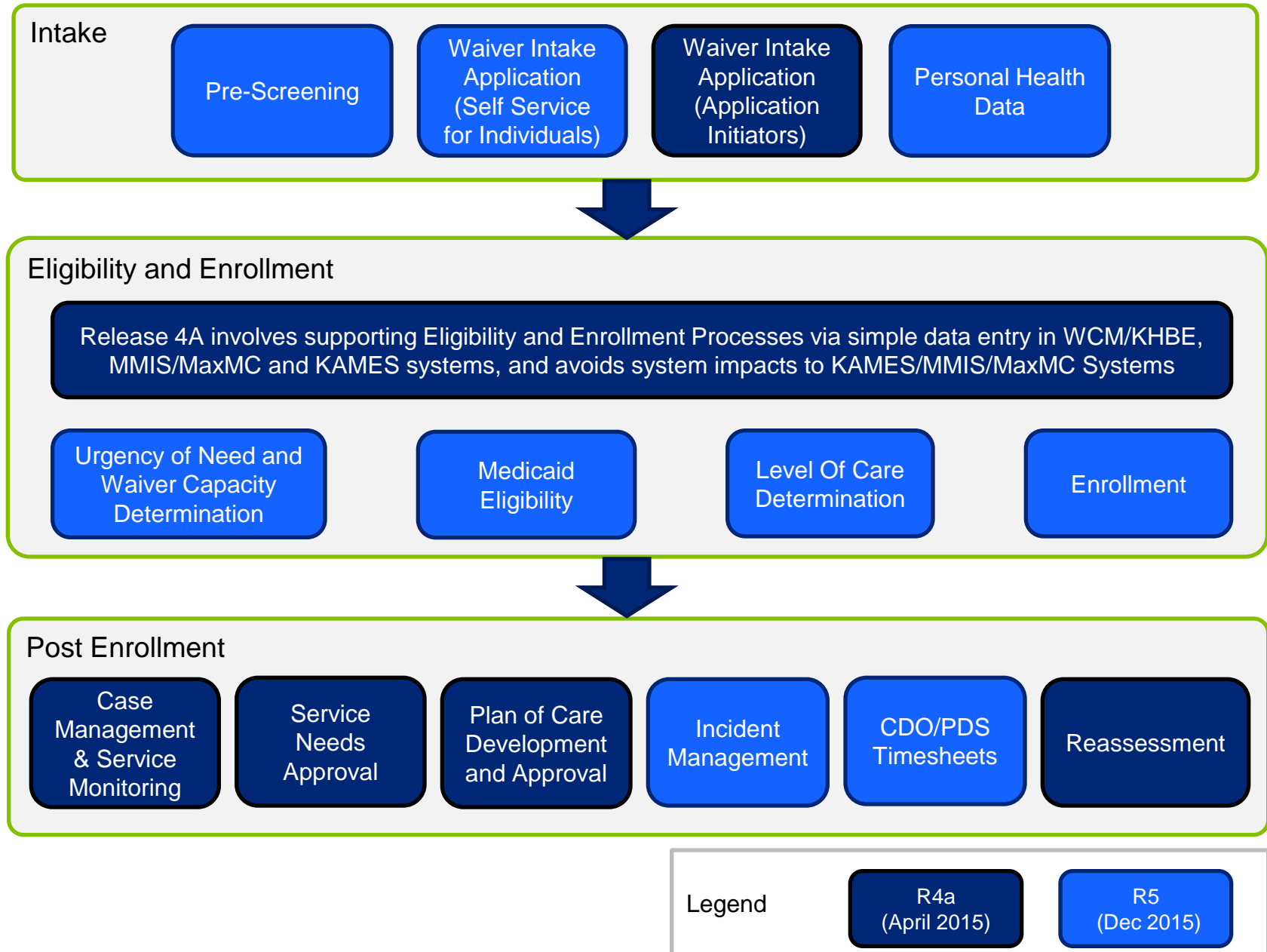
Guiding Principles

Guiding Principle	Description
Standard Processes	• Provides a standardized process across Waivers and the Commonwealth • Core Data Collection is consistent across Waivers, while also collecting Waiver-specific functional data • Enforces consistent business processes and service delivery throughout the Commonwealth
Single View of Consumer	• Supports a single and simplified intake process for consumers and families • Reduces need for duplicate forms and data entry • Provides a Cabinet-wide view of a consumer, minimizing data entry
Real-Time Access to Data Across Waivers	• Provides consolidated view of information across waivers • Provides Case Managers with robust operational tools to manage their cases • Provides data to evaluate consistency across waivers, regions, and providers

Guiding Principles (Contd)

Guiding Principle	Description
Person-Centric Approach	• Supports person-centered approach to planning and individual goals • Provides families and guardians with access to apply for and manage waiver services
Integration with Enterprise Systems	• Part of kynect – Kentucky's Health Benefit Exchange • Integrates with other CHFS enterprise systems and services (e.g. MMIS, Central Printing, Document Management System)
Support Grants Received by CHFS	• Balancing Incentive Program (BIP) - BIP grant reflects CHFS' continued support for expanding the use of the waiver program to offer the right support for the right people in the right setting.

Overall Process Flow

Intake

- Pre-Screening
- Waiver Intake Application (Self Service for Individuals)
- Waiver Intake Application (Application Initiators)
- Personal Health Data

Eligibility and Enrollment

Release 4A involves supporting Eligibility and Enrollment Processes via simple data entry in WCM/KHBE, MMIS/MaxMC and KAMES systems, and avoids system impacts to KAMES/MMIS/MaxMC Systems

- Urgency of Need and Waiver Capacity Determination
- Medicaid Eligibility
- Level Of Care Determination
- Enrollment

Post Enrollment

- Case Management & Service Monitoring
- Service Needs Approval
- Plan of Care Development and Approval
- Incident Management
- CDO/PDS Timesheets
- Reassessment

Legend

| R4a (April 2015) | R5 (Dec 2015) |

Contact Information

Carla Crane
carla.crane@ky.gov
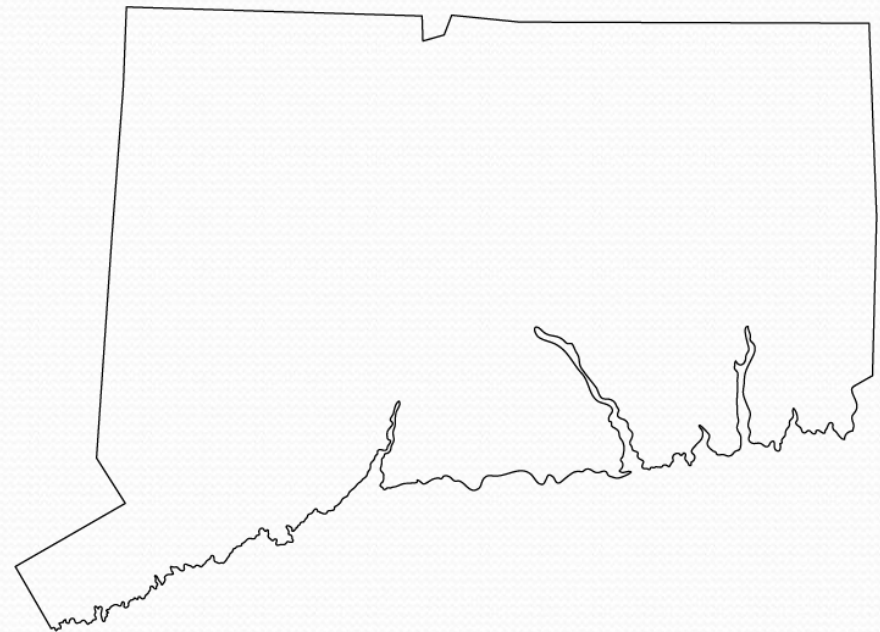
Sheena Batts
sheena.batts@ky.gov

Connecticut

Melissa Morton

Connecticut Department on Aging

Kate Kellett

Center on Aging, UConn Health Canter

CT's Older Adult, Behavioral Health Asset Mapping Project

- Stemmed out of work from the CT Older Adult Behavioral Health Workgroup

- Area of Study: Behavioral health services available to Older Adults ages 55+ by region and statewide

- What Led CT To Do Asset Mapping?

  - Aging demographic in CT

  - Bias against aging and mental health

  - Calls to ADRC, state agencies, community organizations from consumers, caregivers & professionals who can't locate services

  - Lack of data in CT on older adults and behavioral health

  - Workforce issue

  - Work on NWD, Aging in Place & Livable Community Initiatives

CT's Asset Mapping Project Methodology

Methodology:

- Phase 1a: Conduct a series of 10 focus groups (2 in each ADRC region). Data to be used to inform phase 2.
  Phase 1b: Supplement focus group results by interviewing 10 providers, including psychiatrists, primary care physicians and LCSWs.

- Phase 2a: Conduct an electronic survey to a broad swath of professionals in the medical, behavioral health and older adult networks.
   Phase 2b: Conduct 5 Community forums (1 in each ADRC region) for public comment

- Phase 3:   Final report:
  - Map of Behavioral Health Services by region and statewide
  - Description of service types, locations, and populations served, payment accepted
  - Identification of gaps in OA behavioral health services
  - Identification of barriers to OA accessing and receiving behavioral health services
  - Identification of strengths in the behavioral health system
  - Identification of areas for partnership and collaboration
  - Researcher recommendations for action based on findings

CT Asset Mapping Project Results

- What Will CT Do with The Results?
  - The Older Adult Workgroup will use the results to set priorities and develop initiatives
  - Potentially develop a learning collaborative for professionals
  - Inform legislative proposals
  - Inform agency state plans and service development
  - Support for funding proposals
  - Inform the development of the State's NWD system

  Contact: Melissa Morton, CT State Department on Aging

  Melissa.morton@ct.gov

Agenda

1. Welcome and Agenda Overview

2. Introduction to No Wrong Door Assessments

3. Learning From Peers

   ➤ Colorado

   ➤ Kentucky

   ➤ Connecticut

4. **April Reporting Deadline**

5. Next Steps and Closing

Question to Consider with this Section

- What assessment process did you use to identify your NWD system's strengths, weaknesses, opportunities and barriers?

- How were stakeholders involved in the assessment?

- What are your assessed strengths, weaknesses, opportunities and barriers?

Agenda

1. Welcome and Agenda Overview

2. Introduction to No Wrong Door Assessments

3. Learning From Peers

   ➢ Colorado

   ➢ Kentucky

   ➢ Connecticut

4. April Reporting Deadline

5. **Next Steps and Closing**

Monthly Webinars
Second Wednesday of Every Month at 3PM EST
Mark Your Calendars!

Month	Topic
March	Continuous Quality Improvement

Next Steps

- Key Dates to Keep in Mind
  - ▶ Grantee Webinars
    - ❑ 2nd Wednesday of each month at 3PM
  - ▶ Reporting Deliverable Due Dates
    - ❑ April
    - ❑ September
- Reach out to project officers and Lewin technical assistance leads if you need further support or have questions
- Post-Webinar Survey!